

# San Antonio Market Forum

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## SA MM Pharmacy Services Consolidation Update



Information Brief  
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***I n t e g r i t y - S e r v i c e - E x c e l l e n  
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# SA MM Rx Consolidation *Initiatives*

## **Initiatives**

### **– Completed**

- Consolidated Formulary Management Software
- Establish a SA MM Pharmacy Board of Directors

### **– Ongoing**

- Refill Processing Center Operations
- Refill Processing Consolidation
- Consolidated MM Formulary Committee
  - Consolidated MM Formulary
- Common Call-in Refill Number



# Robotic Refill Processing Center Operations

## - **Operational milestones:**

- 15 Mar 05, Facility construction, robot installation completed
- 25 Mar 05, began processing Lackland Commissary refills (avg 400/d)
- 3 Apr 05, began processing Lackland BX Satellite refills (avg 1000/d)
- 1 Jun 05, began processing Brooks City Base Clinic refills (avg ~100/d)

## - **Experience to date:**

- System running well
- Impressive >10 fold reduction in prescription filling errors
  - From ~ 1 / 3,000 previously to 1 / 35,000 today



# Refill Processing Consolidation

## - **Status:**

- 1 Jun 05, began processing Brooks City Base Clinic refills (avg ~100/d)
- Actively working with Randolph AFB Pharmacy to develop plan for integration of their refill processing into the RPC; resource sharing (cost, personnel) and transportation
  - project Aug start
- Will move to BAMC next
  - project Oct start
- Robot vendor developing cost accounting software module to enable identification of cost share of participating facilities (eta Jul/Aug 05)
- Robot vendor developing software change to improve (automate) Rx labeling (eta Aug/Sep 05)
  - Anticipate ~25% or more increase in system productivity



# Joint Formulary Committee, and Common SA MM Formulary

## - Establish SMM Joint Formulary Committee

- Developed a revised charter
  - Integrates Randolph into present WHMC/BAMC combined P&T Committee
  - Commanders retain ultimate authority for decision making
- 59 MDW/CM, BAMC/DCCS, Pharmacy Directors coordinated charter (Apr 05)
- MTF commander review requested “*consensus*” versus “*majority*” vote for decisions

## - Establish single common SA MM Formulary

- BAMC and WHMC already have a common formulary
- Gap analysis for existing Randolph Formulary completed
  - Actions to close gap pending approval of new charter



# SA MM Common Call-in Rx Refill Number

**- Request was to establish a single telephone number for beneficiaries to request Rx refills and for pick-up location at any SA MTF pharmacy**

-- Four separate numbers existed previously for: WHMC, BAMC, RAFB, BCB

--- BCB added to WHMC AudioCare as a third pick-up location option (1Jun05)

-- Comm evaluating options/costs to link remaining 3 MTFs

--- Working concept is to link the AudioCare systems at WHMC, BAMC, RAFB via user prompted menu system accessed through common local/800 numbers

---- Lowest cost options route calls from all 3 facilities through one (WHMC)

----- May require software and hardware upgrades to switching system

---- At a minimum, Comm estimated \$120K required to upgrade switching software, plus \$350/mo service fee ... *"lowest cost option"*





# QUESTIONS